

Thanks to the support of the community, COTA now offers a more comprehensive bus service, with extra routes and longer hours of operation. Today, COTA operates throughout Franklin County, and parts of Delaware, Fairfield, Licking and Union Counties.

Vision

The Central Ohio Transit Authority will be the region's transportation leader.

Mission

The Central Ohio Transit Authority is committed to excellence in serving our stakeholders – customers, employees and taxpayers. We will deliver quality transportation services and conduct business courteously, safely, ethically and reliably. We will demonstrate leadership that is fiscally responsible and environmentally conscientious.

Values

We desire a work environment where employees are proud and devoted to work, treated fairly, feel respected and are productively engaged as mutual partners in the achievement of Authority goals. All employees are expected to embrace and practice the values and standards of behavior established by the organization.

COTA places equal importance on the following values –

- **Appropriate Behaviors**
We practice integrity, respect, civility, teamwork, trust, directness, accountability, being receptive to other viewpoints and committed to the success of others. We not only model these behaviors, we encourage and coach others to adopt them.
- **Communication**
We provide clarity about the Authority and individual goals and performance expectations. Employees should know what is expected of them and receive timely, honest feedback on their performance and their ability to achieve personal career aspirations.
- **Customers**
We work to meet and exceed the needs and expectations of our customers, both internally and externally. Our fundamental mission is to serve the transportation needs of the public...our customers.
- **Diversity**
We value a diverse workforce throughout the Authority. We appreciate differences in people's opinions, styles, and personal characteristics. We want to take full advantage of the diverse

backgrounds and abilities of all our employees.

- Ethical Practices

We adhere to our code of ethics and other Authority standards of conduct and behaviors. We practice and enforce these standards throughout the Authority and in all our dealings with the public. These principles will not be compromised.

- Recognition of Employee Contributions

We recognize those who create, innovate, consistently support the day-to-day business requirements and contribute to the success of the Authority.

- Safety

We will not compromise the safety of our employees, customers or the general public.